



Outreach Intern Program

An Internship Program for Individuals with Disabilities

Host Department Kit

Memorandum



Date: April 6, 2005

To: Department Directors

From: Donald S. Allen, Director
Employee Relations Department

Subject: Outreach Intern Program Host Departments

As you may know, Miami-Dade County is implementing a new internship program for individuals with disabilities. The "Outreach Intern Program" is designed to provide disabled individuals with meaningful County work experience and expose departments to an untapped pool of highly qualified, reliable workers. Outreach Interns will rotate through County departments over a one-year period, and we are asking your department to serve as a host site.

Salaries and benefits for the Outreach Interns are funded by the program. Host departments provide participants with a supervisor to monitor and advise the intern, a place to work, and basic office equipment and supplies. The Employee Relations Department provides administration of the program, including selection, training, coaching, and counseling.

For the first year, the County will hire two administrative-level and two clerical-level interns. Each of the Outreach Administrative Interns will possess a bachelor's degree and be capable of entry-level professional work. The Outreach Clerical Interns will possess prior clerical experience and be capable of performing advanced clerical work.

We have already conducted a highly selective hiring process, and we have some very talented individuals who will soon be ready for their departmental assignments. I know you share my commitment to providing opportunities for qualified individuals with disabilities, and I look forward to your cooperation with this exciting new program.

If your department would like to host an intern, please contact Ms. Connie Butler of the Employee Relations Department at (305) 375-2473 or by e-mail at bco@miamidade.gov. The support of all County departments is critical to the success of the program, and I sincerely appreciate your assistance.

cc: Honorable Carlos Alvarez, Mayor
Honorable Chairman Joe A. Martinez and Members,
Board of County Commissioners
George M. Burgess, County Manager
Assistant County Managers
ERD Senior Staff
Departmental Personnel Representatives
Department ADA Coordinators



2005-06 Outreach Intern Program Host Department Request Form

Thank you for your interest in participating as a host department for Miami-Dade County's new internship program for individuals with disabilities. The "Outreach Intern Program" is designed to provide disabled individuals with meaningful County work experience and expose departments to an untapped pool of highly qualified, reliable workers. Outreach Interns rotate through County departments over a one-year period.

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Contact Person: _____ Date _____

Department: _____

Phone: _____ E-mail: _____

Location of intern: _____

Individual who will supervise intern: _____

The program has administrative/professional-level interns and clerical-level interns. Please indicate which level intern your department is interested in hosting:

- ☐ Administrative/professional-level
- ☐ Clerical-level
- ☐ Either professional-level or clerical-level

Please describe the duties you would like the intern to perform in your department:

Please feel free to attach additional sheets if necessary. Please send this completed form to Ms. Connie Butler of the Employee Relations Department by e-mail at bco@miamidade.gov or by fax at (305) 375-4138.



Outreach Intern Program

An Internship Program for Individuals with Disabilities

PURPOSE:

Miami-Dade County has long been committed to providing equal access and opportunity for applicants with disabilities. To further our commitment and set a progressive example for local organizations and businesses, Miami-Dade County has established the Outreach Intern Program.

SUMMARY:

The Outreach Intern Program provides internship opportunities for individuals with disabilities. Department Directors are expected to cooperate with efforts to create internship opportunities within their departments.

Although the type of work experience will vary based on department needs and participant qualifications, all participants can expect the following benefits:

- ✓ An opportunity to learn about careers, interests, values, and abilities;
- ✓ Meaningful work experience;
- ✓ An opportunity for networking;
- ✓ Potential work-related references;
- ✓ An opportunity to develop marketable skills; and
- ✓ The potential for future employment with the County.

The Employee Relations Department will administer and oversee the program.

LEGAL:

The County Attorney's Office has advised that an internship program exclusively for individuals with disabilities is permissible under existing laws. The Employee Relations Department will seek legal advice from the County Attorney's Office at each stage of the implementation process.

MINIMUM ELIGIBILITY REQUIREMENTS:

- ✓ Outreach Clerical Interns must possess a High School diploma or GED.
- ✓ Outreach Administrative Interns must possess a Bachelor's Degree.
- ✓ Must comply with all County pre-employment requirements, including the Miami-Dade County Residency Ordinance.
- ✓ Additional eligibility requirements may be added for specific assignments.
- ✓ Applicants must have a disability to be eligible. Disability will be defined as "a physical or mental impairment that substantially limits one or more major life activities."

STATUS AND COMPENSATION:

The Office of Strategic Business Management has established a special fund to pay the salaries and benefits of the Outreach Interns. The Outreach Interns will work a full-time schedule (80 hours biweekly) for a one year period. For payroll purposes, Outreach Interns are classified as AC (exempt) in the County system. Outreach Administrative Interns will be paid at the entry-level Administrative Officer 1 pay rate. Outreach Clerical Interns will be paid at the entry-level Clerk 2 pay rate. Benefits will be provided in accordance with County policies and procedures.

NUMBER OF PARTICIPANTS:

In the pilot year of the program (FY 2004-05), it is expected that two (2) Administrative and two (2) Outreach Clerical Interns will be selected.

RECRUITMENT PANEL:

A Recruitment Panel will be used to select participants. The panel composition will include representatives from the Employee Relations Department, the Office of ADA Coordination, and the Commission on Disability Issues.

APPLICATION PROCESS:

Program requirements will be advertised locally and resumes will be received and processed by the Employee Relations Department. Specific requirements for application submittal will be included in the position advertisement. The Recruitment Panel may change or add application items as needed.

SELECTION CRITERIA:

The Recruitment Panel will determine selection criteria.

FUNDING:

Salaries and benefits for the Outreach Interns have been funded for FY 2004-05. The Employee Relations Department will administer the program funds.

DEPARTMENT EXPECTATIONS:

Each Department Director is expected to host Outreach Interns. Host departments provide participants with a supervisor to monitor and advise the intern, a place to work, and basic office equipment and supplies. Host departments should provide the interns with a meaningful work experience with measurable goals and objectives.

DEPARTMENT ROTATIONS:

Outreach Interns will begin their rotation with the Employee Relations Department. The interns will be processed into the County payroll and computer systems and become oriented to the County policies, procedures, and culture. Ideally, each Outreach Intern will work in two departments over their one-year internship, spending approximately five months in each department. The Employee Relations Department provides support through regular visits and communication with interns and departments.

PROGRAM COMPLETION:

Departments will provide performance feedback to The Employee Relations Department for the interns. The Employee Relations Department will provide the Outreach Interns with a formal performance evaluation at program completion. Participants will be recognized by the County Manager.

Upon completion of the program, continued employment with Miami-Dade County is not guaranteed. The Employee Relations Department will provide Outreach Interns with career counseling and encourage departments to interview participants for job opportunities.

For more information contact:

Career Development Division
Employee Relations Department
111 N.W. First Street, Suite 2110
Miami, Florida 33128
(305) 375-2473
(305) 375-4138 (fax)

OUTREACH CLERICAL INTERN

Job Specifications

This position is part of a one-year internship program. Applicant must be an individual with a disability to be eligible. Disability is defined as a physical or mental impairment that substantially limits one or more major life activities.

NATURE OF WORK

This is routine clerical work which follows well established procedures.

Employees in this class work according to well defined procedures and methods. Detailed instructions and close supervision are received at the beginning of work and on new assignments, but regular routine assignments may be performed more independently and some initiative and judgment is utilized as experience is gained. Assignments to the class may include the operation of typewriters, adding machines and other standard office equipment for which no previous training is required. Employees may make arithmetical or other checks upon work of other employees for accuracy, but do not exercise direct supervision over others. Work is subject to close supervision and is reviewed by superior on completion both for content and accuracy.

ILLUSTRATIVE TASKS

Sorts and files material alphabetically, numerically and by other predetermined categories; withdraws material from files upon request and keeps record of materials removed.

Makes simple posting to various clerical, fiscal and other records, and computer data available from records according to standard procedures.

Acts as receptionist or desk clerk; answers routine questions regarding departmental activities; directs callers to proper places on the basis of their business requests; assists public in the preparation of routine forms and statements.

Opens, sorts and distributes mail; operates postage meter; bags outgoing mail; sells stamps, postcards and other postage material; keeps simple fiscal and clerical records.

Completes simple forms and reproduces records by copy machine; computes per diem or other fees and posts dockets.

Places telephone calls for clinic personnel; orders supplies and records deliveries; makes return appointments for clinic patients; directs patients to clinics; files patient charts and acts as receptionist during visiting hours.

Performs related work as required.

KNOWLEDGES, ABILITIES AND SKILLS

Some knowledge of business English, spelling and arithmetic.

Some knowledge of office practices and procedures.

Ability to learn assigned clerical tasks readily and to adhere to prescribed routines.

Ability to make arithmetic computations and tabulations accurately and with reasonable speed.

Ability to meet and deal courteously with the general public.

OUTREACH ADMINISTRATIVE INTERN

Job Specifications

This position is part of a one-year internship program. Applicant must be an individual with a disability to be eligible. Disability is defined as a physical or mental impairment that substantially limits one or more major life activities.

NATURE OF WORK

This is administrative work in performing various administrative activities in a central administrative division or special program in a county department or agency.

Employees in this class are responsible for performing various administrative duties in assisting departmental management in carrying out required administrative operations. Duties or combination of duties performed vary, depending on the department to which assigned. Some incumbents in the class perform specialized duties of a staff nature relating to a specific program. Employees are assigned duties such as cost analysis and control, budget preparation and expenditure control, purchasing and inventory work, methods and procedure studies, report or grant proposal preparation and personnel administration. Incumbents exercise some independent judgment in devising and installing new work methods, interpreting rules, regulations and procedures and in making recommendations to superiors. Supervision may be exercised over clerical and technical employees who assist in various phases of administrative operations. Supervision is received from an administrative superior who reviews work for attainment of desired management objectives and conformity with established administrative and departmental policies and procedures through conferences, personal inspections and review of reports.

ILLUSTRATIVE TASKS

Assists in planning and preparing divisional or project budgets; insures adherence to budget procedures and guidelines; reviews completed budget documents for format, accuracy of budget codes and computations; monitors budget forecasts and expenditures for departmental projects and activities; prepares periodic budget reports.

Supervises clerical subordinates engaged in preparation of invoices and billings for equipment or services, issuance of purchase orders and requisitions, reconciliation of computer reports and related clerical activities; provides training to employees in new procedures required with automated accounting and reporting systems.

Coordinates the maintenance of various accounting records such as cash and surety bonds; audits departmental financial records to obtain data for management reports relative to budget control, purchasing standards, stores and equipment inventory control or improvements in operational efficiency; recommends procedures for collection and reporting of data on departmental programs in cost analysis and revenue producing activities; accounts for costs and reviews revenue summaries to assure revenues are properly collected.

Analyzes financial, procurement and administrative procedures for simplification and improvement in efficiency; analyzes purchase orders to determine requirements; checks requisitions for completeness and accuracy; writes specifications and requisitions and assists in selection of bids for departmental equipment or supplies.

Interviews applicants for employment to determine qualifications; provides information to applicants regarding career county employment; requests eligible lists and coordinates panel interviews for departmental positions; processes affirmative action complaints from employees through appropriate channels.

Assists in the supervision of clerical subordinates engaged in processing departmental personnel actions; discusses work related problems with employees; coordinates departmental personnel activities

with federal funded employment programs as necessary.

Conducts assigned research, procedural or administrative studies and prepares narrative and statistical reports, proposing courses of action; reviews workload reports from operating segments for conformance with department instructions; audits program records reflecting client or patron workloads for conformance with departmental instructions and accuracy of computations.

Makes recommendations regarding hiring, discipline and promotion of subordinates; authorizes leave and overtime; evaluates and rates employee performance.

Performs related work as required.

KNOWLEDGES, ABILITIES AND SKILLS

Considerable knowledge of the principles of general management and their application to governmental administration.

Considerable knowledge of research techniques and the sources and availability of current information applicable to the area of assignment.

Knowledge of budget preparation procedures and reporting requirements.

Knowledge of departmental, legal, administrative and procedural regulations.

Knowledge of the principles and procedures of modern office administration.

Knowledge of basic accounting principles, practices and procedures.

Knowledge of the use of data processing and cost accounting systems.

Knowledge of the principles, practices and procedures of public personnel administration.

Knowledge of supervisory principles and practices.

Ability to analyze administrative problems and make sound recommendations as to their solution.

Ability to supervise the work of subordinates in a manner conducive to full performance and high morale.

Ability to understand and carry out complex oral and written instructions.

Ability to establish and maintain effective working relationships with other employees, supervisors, departmental officials and the general public.

Ability to express ideas clearly and concisely, both verbally and in writing.

Ability to supervise preparation of records and reports on a timely and complete basis.

Ability to prepare complete narrative and statistical reports.

Ability to conduct appropriate interviews with prospective employees and obtain pertinent information.

Ability to prepare accurate accounting and budgetary reports.



Outreach Intern Program

Host Department Feedback Form

This feedback form will assist the Employee Relations Department in evaluating the Outreach Intern. This form should be completed during the final week of the intern's stay with the department.

Name of Intern: _____ ☐ Administrative/Professional ☐ Clerical

Period covered: from ____/____/____ to ____/____/____

Department providing feedback _____

1. QUANTITY OF WORK: Includes amount of work performed.

Rating: ☐ Unsatisfactory ☐ Needs Improvement ☐ Satisfactory ☐ Above Satisfactory ☐ Outstanding
Explain Why:

2. QUALITY OF WORK: Includes accuracy, achievement of objectives; effectiveness, initiative and resourcefulness and, neatness of work product.

Rating: ☐ Unsatisfactory ☐ Needs Improvement ☐ Satisfactory ☐ Above Satisfactory ☐ Outstanding
Explain Why:

3. WORK HABITS: Includes attendance, observation of work hours, completion of work on schedule, compliance with rules, policies, and directives, safety practice and use of tools and equipment.

Rating: ☐ Unsatisfactory ☐ Needs Improvement ☐ Satisfactory ☐ Above Satisfactory ☐ Outstanding
Explain Why:

4. INTERPERSONAL SKILLS: Includes participation and teamwork; contribution to unit morale; working cooperatively with the public, peers, and subordinates; and accepting advice and counseling from superiors.

Rating: ☐ Unsatisfactory ☐ Needs Improvement ☐ Satisfactory ☐ Above Satisfactory ☐ Outstanding
Explain Why:

Evaluator: _____ Title: _____

Signature: _____ Date of Evaluation: _____

Please fax this completed form to the Employee Relations Department at (305) 375-4138.